

INSTRUCTIONAL DESIGNER

A learning and development professional with extensive expertise in teaching and learning initiatives and a passion for delivering impactful learning experiences to individuals, clients, vendors, and staff. Able to successfully design, develop, implement, and maintain classroom and e-learning training curriculum. Familiar with online and classroom training, content curriculum development, and instruction in corporate and college environments. Resilient, flexible, and comfortable operating in both strategic and tactical ecosystems. Proven ability to master trend analysis and metrics to develop and initiate training projects to increase efficiency and enhance program delivery. History of facilitating the development of enhanced staff skills. Strong background in strategic initiatives, leading teams, and motivating diverse individuals to achieve optimal results.

Areas of Expertise

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| ◆ Training & Presentation | ◆ Cross-Functional Collaboration and Leadership | ◆ Design and Develop Online Learning Strategies Modules |
| ◆ Large and Small Group Facilitation | ◆ Diversity and Inclusion | ◆ Digital Multimedia Development Skills |
| ◆ Instructional/Content Curriculum Design | ◆ Learning Outcomes | ◆ Project Management |
| ◆ Consulting on Strategy and Organizational Development | ◆ Pedagogical Approach | ◆ Program Management |
| ◆ Adult Learning Theory Model (ADDIE) | ◆ Video Lecture Capture | ◆ Timeline Management |
| | ◆ Collaboration Tools and Accessibility Standards | ◆ Resource Management |
| | ◆ Data Gathering and Analytics | ◆ Relationship Management |

Technology Skills: Learning Management Systems (Moodle/Canvas/Blackboard) • Kaltura • McGraw-Hill Connect LMS • Camtasia • Visio • SharePoint • MS Word • MS PowerPoint • MS Excel • MS Outlook • MS Project • MS Teams • Google Applications • Video Conference Technology (Zoom and WebEx)

KEY QUALIFICATIONS

- ◆ A dedicated and goal-driven professional who offers comprehensive experience in teaching and developing adult learning methods, practices, and sources through in person classroom, online, and hybrid delivery formats.
- ◆ Managed the course development and redevelopment process for several online graduate and undergraduate course programs. Designed and developed engaging objective-driven courses focusing on applicable real-world/workplace skills and experiences.
- ◆ Developed and revised curricular materials, learning objectives, and map learning resources to undergraduate and graduate level course or program objectives, competencies, and other relevant documentation for several online and in-person courses. Conducted quality assurance reviews on courses and implemented revisions.
- ◆ Recognized by management, colleagues, partners, and customers as a valued leader who excels at driving programs and operational improvements that produce sustainable corporate-wide impact, market leadership, and bottom-line results. Managed several key projects to ensure course development was completed on time, within budget, and met standards of quality.
- ◆ Assembles and manages resources and skills to achieve the business objectives; builds relationships and partner with stakeholders, subject matter experts, and/or business partners to identify and define training needs. Collaborated with key stakeholders during review and development processes to ensure alignment of curriculum and assessments
- ◆ A top-rated performer who embodies a strong work ethic, collaborative interaction, and proven ability to employ critical thinking, take challenges head-on, solve problems, use good judgment, proactively drive and support change and continuous improvement, apply sound reasoning, and achieve/exceed goals.

EDUCATION

Master of Business Administration - Golden Gate University, San Francisco, CA

Master's Degree in HR Management - Golden Gate University, San Francisco, CA

Bachelor of Science in Business Administration - University of Phoenix, Walnut Creek, CA

PROFESSIONAL EXPERIENCE

Holy Names University, Oakland CA

2019-Present

Curriculum Developer/Adjunct Faculty

- Collaborate with instructional design staff, faculty, and staff to design and develop online graduate business courses.
- Subject matter expert on developing academic content including readings, textbooks, activities, exams, assignments, lectures, videos, and other learning materials.
- Creates engaging and accessible online learning environment for graduate learners using principles of universal design.
- Establish and maintain program plan for completing assignments and milestones during course development process.
- Facilitate online classroom instruction for adult learning for graduate students in the MBA program.

University of Norte Dame De Namur-Belmont, CA

2019 - Present

Instructional Designer/Program Director (Contract)

- Develop and revised online course content for the online criminal justice program using the Moodle learning management system.
- Implement student engagement strategies, formative assessments, practice activities, and feedback that resulted increase student skills, proficiencies and competencies.
- Manage course development projects to ensure on time completion and within budget.
- Provide mentoring, coaching, faculty support and development to all criminal justice faculty
- Provide online support to students and faculty for the Moodle Learning Management System.
- Provide strategic guidance to academic advisors on program requirements and course schedules, while managing and triaging student and faculty concerns.
- Analyze and observe trends and best practices for learning technologies and instructional design applications.

John F. Kennedy University - Pleasant Hill, CA

2014 - Present

Assistant Professor/Curriculum Developer- College of Business & Professional Studies / MBA Program

- **Facilitation:** Facilitated lectures, undergraduate leadership courses, and graduate-level business courses both online and in the classroom.
- **Instructional Development & Delivery:** Provided curriculum development and instructional strategies to engage and improve the adult learning experience; monitored the online courses and faculty participation, and demonstrated expertise in providing effectual tutoring, coaching, and mentoring for adult students with diverse backgrounds.
- **Collaboration with Faculty & Staff:** Served on departmental and university committees (Faculty New Hire, Online Student Engagement, MBA Self-Study) and programs (collaborated and launched the SHRM Educational Partnership Program with the Continuing Education Department, and coordinated Toastmasters Chapter club for faculty, staff, students) to support the university's strategic initiatives; also, participated in informational meetings to promote MBA enrollment growth.
- **Leadership Support:** Assisted the Program Chair of the MBA program; assisted with MBA program curricula and program development reviews, served as backup Faculty Advisor and mentor to MBA students, and hosted and facilitated leadership panel discussion events between business leaders and business graduate students.

John F. Kennedy University - Pleasant Hill, CA

2014- Present

Golden Gate University - San Francisco, CA

2015 - Present

Brandman University (Online and Ground) - Walnut Creek, CA

2015 - Present

Argosy University - Alameda, CA

2014 - 2015

University of Phoenix - San Jose, CA

2009 - 2019

Adjunct Faculty/ Curriculum Developer

- **Course Delivery:** Facilitated classroom instruction for adult learning of undergraduate/graduate courses in Criminal Justice, and graduate Business courses ('Business Management', 'Business Ethics', 'Leadership', 'Human Resources', 'Organizational Behavior', 'Organizational Development', 'Operations Management', 'Business Communications', 'Critical Thinking').

- **Content/Course Development:** Facilitated lectures and provided blended classroom and online offerings for adult learners; analyzed, designed, developed, and implemented planned modules, managed the class syllabus (and ensured it met department and college standards), and implemented coursework and examination assessment tools as well as innovative teaching and learning approaches to improve instruction methods for adult learners.
- **Coaching:** Displayed expertise in coaching and mentoring students throughout Bay Area campuses; demonstrated expertise in providing effective tutoring for adult students with diverse backgrounds and addressed all student issues for optimal outcomes.

Wells Fargo - San Francisco, CA; *Worldwide Headquarters*

Investigator / Compliance Officer

2008 - 2014

- Planned, recommended, implemented, and monitored compliance programs for and across the entire organization; defined appropriate compliance procedures for new and existing laws, developed and adhered to a program strategy that was approved by executive management, delegated compliance requirements to affected bank staff, disseminated information on laws and regulations, and served as SME. [Maintained full Federal, State, and Banking compliance.]
- Developed standardized learning management processes and procedures and templates. Oversaw development and maintenance of multiple SharePoint training websites for the corporate security department.
- Measured solution effectiveness and scalability of delivery modalities for investigators to identify gaps and implement learning solutions for improving performance.
- Produce learning materials, including facilitator guides, participant workbooks and related materials such as PowerPoint, classroom activities, program evaluation tools and job aide using varied delivery media.

Sr. Project Auditor

2005 - 2008

- Led execution and performed complex reviews and evaluations; identified high risks and controls to ensure efficiency and effectiveness as well as legal compliance of all county agencies, programs, processes, and activities.
- Demonstrated in-depth knowledge in providing recommendations to management on best practices for mitigating and diminishing risk; outlined detailed project work plans using MS Project to accomplish project goals.

Human Resources Specialist / Human Resources Associate

1999 - 2005

- Displayed proficiency in serving as SME to all levels of management on personnel policies and procedures (for >3,000 team members in diverse client groups); developed and implemented new-hire employee onboarding and training, ensured state and federal regulation compliance, and hired, trained, and supervised the clerical staff, created and implemented payroll processing training program for management and support staff, facilitated regulatory/compliance and diversity training.
- Volunteered to retroactively perform delinquent background checks for a key Line of Business that had bypassed this step to employment; implemented, facilitated, and tracked comprehensive background screening training as the consultant to internal clients for accurate interpretation of background screening laws and policies.
- Provided expert oversight to the corporate-wide background identification project by administering background checks for **~4,500 employees**; worked with multiple HR groups on moving forward with needing to terminate ~10% of the hires (with no lawsuits or press coverage).

University of Phoenix - San Jose, CA

Lead Faculty Area Chair

2010 - 2014

- Presided over the school of Business Management content and subcommittees; coordinated with the campus college chair to ensure the quality and relevance of curriculum review and development.
- Provided training and mentoring of new faculty staff members; served as active participant in faculty recruitment, selection, and onboarding, and initiated the creation of faculty professional development plans.
- Supervised Associate Faculty member performance evaluations, academic discussions, teaching, and student assessment to optimize their performance in the classroom; assumed responsibility in investigating and resolving faculty issues, while ensuring adherence to University policies and procedures.
- Participated in the development and implementation of training programs for faculty members. Measured solution effectiveness and scalability of delivery modalities for faculty to identify gaps and implement learning solutions for improving performance.

Professional Development & Certifications

Project Management Professional (PMP) Continuing Education Unites
Microsoft Project Management Training
Microsoft Advanced Excel
Organizational Learning Development
Certified Fraud Examiner (CFE) Certification – ACTIVE
Interview and Interrogation Technique Training | John E. Reid & Associates, Inc.
Human Resources Generalist Certificate Program | Society for Human Resource Management
Certificate in Human Resources Management | Society for Human Resource Management

Affiliations

Member, Holy Names University Business Advisory Board-
ACTIVE
Member, ATD (Association of Talent and Development)-
ACTIVE
Member, SHRM (Society of HR Management) - ACTIVE
Member, ACFE (Assoc. of Certified Fraud Examiners) -
ACTIVE
Board Officer, Kennedy-King Memorial College Scholarship
Fund, LLC. – ACTIVE

Member, Alpha Kappa Alpha Sorority, Incorporated-
ACTIVE
Past VP of Education, San Joaquin Society of Human
Resource Management
Past Executive Co-Chair, Wells Fargo Team Member
Resources Group-Checkpoint Bay Area
Past Board Member, EC Rheems Academy of Tech. & Arts
Past Volunteer, Writing Coach

Courses Facilitated/Developed

- Business Communication
- Business Ethics
- Business Internship
- Business Management
- Critical Thinking
- Cultural Diversity
- Employee Development
- Ethics in Management
- Global Workforce
- Leadership
- Community Level
Response to Terrorism
(*Curriculum Development*)
- Culture, Illness, & Healing (Cultural Anthropology)
- Change Management
- Criminal Justice Online Degree program (*Curriculum Development*)
- Employee Training & Development (*Curriculum Development*)
- Forensics & Cyber Crime (*Curriculum Development*)
- Human Resources Management
- Introduction to University Studies
- Management Theory and Practice
- Principles of Administration in Law Enforcement
(*Curriculum Development*)
- Teamwork, Collaboration, and Conflict Resolution
- Technology in Law Enforcement (*Curriculum Development*)
- Principles of Administration in Law Enforcement
(*Curriculum Development*)
- Venture Capital & Private
Equity (*Curriculum Development*)
- Marketing
- MBA Capstone (*Curriculum Development*)
- New Student Orientation
- Operations Management
- Operations Management
- Organizational Behavior
- Organizational Development
- Organizational Leadership
- Personal Finance
- Strategic Human Resources
(*Curriculum Development*)
- How to Start Your Own
Business